



## **Management Team Minutes** **Wednesday 23 September 2020 at 9.30am**

**Present:-** Assessor & ERO, Head of Valuation Services, Divisional Assessor (Revaluation Team), Divisional Assessor (Survey Team), Principal Admin. Officer and Office Manager.

**Action  
Req'd  
by:**

### **1.0 APOLOGIES**

None.

### **2.0 PREVIOUS MINUTES**

The previous minute was approved subject to minor amendments.

### **3.0 MATTERS ARISING**

#### **3.1 AVJB Website (Item 5.2)**

The OM reviewed the Website Content document with the recent staff changes and has sent the document link to the Management Team.

#### **3.2 Telephone Answering (Item 5.3)**

The BSDO is monitoring the telephone lines to ascertain how many calls are being unanswered.

#### **3.3 Staff Room Allocations (Item 7.1)**

The DA's will decide on room allocations for technical staff once any new staff have commenced.

#### **3.4 Removal of all personal items (Item 7.2)**

Technical staff were informed that personal items require to be removed from workstation areas. The DA's will ascertain if this request has been undertaken.

#### **3.5 Inductions – Property Assistants (Item 7.6)**

The DA (ST) will finalise the inductions for the Property Assistants.

**DA (ST)**

#### **3.6 Policy and Procedure Review (Item 9.1)**

Work on the review of the Policies and Procedures is ongoing and the Covid-19 Guidance is currently being added to the Policy and Procedure Index.

**OM**

3.7 Customer Questionnaire (Item 9.2)

The RIDO will now have the responsibility for the Customer Questionnaire Group but no questionnaires will be issued at present.

3.8 Appointment System (Item 9.4)

Given the recent announcement by the Scottish Government on 22 September 2020 regarding Covid-19, it is unlikely that the office will open in the short to medium term therefore the appointment system will be set up for visitors once the office is able to open to the public.

**4.0 PERSONNEL**

4.1 General

The Assessor, HOVS, PAO and DA's met to discuss staffing matters.

A candidate has been offered and accepted a Divisional Valuer post and commences on 16 November 2020.

It was agreed that the HOVS, PAO and the DA's meet to discuss the Divisional Valuer role.

HOVS/  
PAO/  
DA's

4.2 Mileage and Expenses

Nothing to report.

4.3 Absence Statistics

The absence statistics during August 2020 for short and long term absence is currently 0%.

One of the Valuers [REDACTED] remains on sickness absence.

The [REDACTED] has returned to work after surgery.

One member of the [REDACTED] is currently self-isolating.

4.4 Training and PDR's

The new PDRs and guidance documents are on SharePoint. These should be undertaken before 31 December 2020 and recorded within the PDR recording document located within the Training Button on SharePoint.

**5.0 REPORTS**

5.1 Non Domestic

It was noted that the KPI Monthly Summary sheet required to be reviewed due to a formatting issue.

It was reported that 372 revaluation appeals are outstanding, all of which have been cited for the October and November courts. 2382 Running Roll appeals are outstanding.

Performance targets have not been met, but due to the current circumstances targets were expected to be low.

The DA (RT) reported that a spreadsheet had been created with all survey cards. The focus at present should be with the survey cards where a completion certificate has been obtained or where notification of completion has been received.

**Ass**

The Assessor requested that all South Cards be passed to herself. Staff should leave the cards in the HOVS' room at present. The Assessor stated that she would train the Trainee Valuers in the process for the cards. East and North cards will then be looked at.

It was reported that a number of requests for continuations had recently been received for the October 2020 court. It was agreed that we should concentrate on external surveys and put risk assessments in place.

## 5.2 Council Tax

It was reported that there are currently 74 invalids and 192 valids outstanding. All have now been allocated.

It was agreed that productions would be done early for the committee and appellants given notice well in advance. The DA (ST) will speak to those involved.

**DA (ST)**

Council Tax statistics are also well below target and again this was to be expected.

Discussion took place on three domestic garages which had been banded A due to SAC systems. It was agreed that no garages or lock ups to be processed until the new system is up and running.

Further discussion took place on derelict properties. The HOVS and the DA's will discuss further.

**HOVS/  
DA's**

## 6.0 SCOTTISH ASSESSORS' ASSOCIATION

The SAA AGM will take place on 24 September 2020.

## 7.0 ICT

### 7.1 Electoral Management System

The number of users for Elector8 has expanded.

The number of Assessors using the Elector8 system has increased. A user group is in the process of being organised by the [REDACTED] Assessor where it is hoped that a consolidated list of outstanding issues for Democracy Counts can be compiled.

Currently we are looking at Elector8 capacity and ascertaining the number of staff able to work from home if the Scottish Government announce another lockdown. A staff presence within the office will be required for scanning purposes. It was agreed that the PAO, RIDO and AO (ER) meet to discuss.

**PAO**

Contingency plans will be required if we have a heavy influx of Postal Votes.

## 7.2 Core System

It was noted that the procurement for the core system is nearly finalised.

The four Assessors have compiled specification documents/modules for the new system and are continuing to work on these, but the main specifications have been signed off.

User acceptance testing will be carried out in the near future.

## 7.3 AVJB website

Various updates have been made to the website.

Council Tax Committee hearing dates will be placed on the website.

## 7.4 Other

Another 16 laptops have been purchased and AVJB should now have 100% coverage.

Headphones have been ordered but there is currently a delay with delivery. The PAO will investigate.

**PAO**

## **8.0 ER UPDATE**

### 8.1 General

A canvass update meeting will take place on 23 September 2020.

### 8.2 Elections

The next election will be the Scottish Parliamentary Election in May 2021.

## **9.0 GOVERNANCE**

### 9.1 Suggestions Box

There were no new suggestions.

### 9.2 Mail Logging

There were no outstanding mail log items.

### 9.3 Board Meetings/Reports

The next Board Meeting will take place on 13 January 2021.

The Assessor will put forward reports on the Service Plan, Risk Register and Workforce Plan.

- 9.4 Budget Update  
The Assessor will look at the office structure and present it to the Board in due course.
- Substantial payments will be due to be made with regard to the new core system to the successful company. These costs will be taken partly from Barclay money and partly from the Capital budget that the Board supplied.
- The DA (RT) will progress with the training routes for the new Trainee Valuers.
- 9.5 Audit – Internal/External  
There are currently no issues in connection with Internal or External Audit.
- The Assessor and OM will meet to discuss the Internal External Audit control document.
- 9.6 Corporate Plan  
Nothing to report.
- 9.7 Service Plan  
The Assessor is currently reviewing the Service Plan.
- 9.8 Risk Register  
The Corporate Risk Register will require to be updated for the Board Meeting in January 2021.
- Risk Assessments have been carried out for the process for holding VAC's.
- 9.9 Business Continuity  
The HOVS is currently updating the Business Continuity Plan. An update was received from the SAC Risk and Resilience Officer and we require to confirm by 2 October 2020 that the update is complete.
- 9.10 Complaints and Letters of Appreciation  
There were no complaints received since last reported.
- Two notes of appreciation have been received since last reported.
- 9.11 Records Management and Retention  
The Assessor is currently reviewing the Information Asset Register. The HOVS and PAO require to look at the Business Classification Scheme and Information Asset Register.
- The HOVS reported that he is yet to introduce the file retention system but the DA's have a list of files removed at present.
- The Assessor, HOVS and AO (TSU) met to discuss the NDR and Council Tax file room layouts. The empty space will be utilised by existing filing.
- 9.12 FOI  
One FOI has been received since last reported and has been dealt with.

9.13 Equalities  
The HOVS will be attending an Ayrshire Equalities Partnership meeting on 23 September 2020. It was noted that the Equality Outcomes will require to be republished by April 2021.

9.14 Health and Safety  
The HOVS will arrange for the Health and Safety Forum to meet.

**HOVS**

9.15 Elected Member Enquires  
Six elected member enquiries have been received since last reported.

9.16 Policies and Procedures – new/reviews/updates  
The Prevent Strategy, A Framework for Maximising Attendance at Work, Supporting Employees Managing Addiction, Unacceptable Actions, Recruitment and Selection and Violence and Aggression Policies have all recently been reviewed.

9.17 Customer Questionnaire  
The RIDO will take over responsibility of the Customer Questionnaire Group.

It was felt inappropriate at this time to issue questionnaires to service users, however the RIDO will look at the processes and procedures involved with the ingathering of customer information. The re-issue of the questionnaire can recommence once the office is functioning normally.

9.18 Property Matters  
Bulbs require to be purchased for front office lights.

**OM**

## **10.0 AOCB**

10.1 MacMillan Coffee Morning  
The HOVS hoped that staff would support the McMillan Coffee Morning.

10.2 LT Disposal Dates  
It was noted that dates have been extended to those seeking referral to the Lands Tribunal i.e. 31 December 2021.

## **10.0 DATE OF NEXT MEETING**

The next meeting will take place on 17 October 2020.